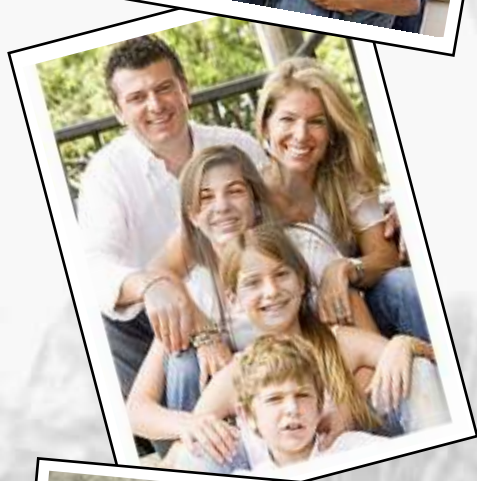


Franklin County Children Services

# Resource GUIDE



Protecting Children by Strengthening Families

[www.franklincountyohio.gov/children\\_services](http://www.franklincountyohio.gov/children_services)

## Calling for Help

Urgent or life-threatening experiences often require a trained professional to solve. A quick phone call for help may save a life. *Report an accident, fire, serious illness, injury or crime that requires immediate response.*

### 24-hour Child Abuse Hotline

**(614) 229-7000**

Child abuse, neglect, or exploitation – Franklin County  
Children Services

### Fire, Police or Ambulance Emergencies

**Dial 9-1-1**

Dial 911 and an emergency operator, called a dispatcher,  
immediately connects you to the person you need.

### Poison Control Center

**(800) 222-1222**

### Sexual Assault Response Network of Central Ohio (SARNCO)

**(614) 267-7020**

### Suicide Prevention Hotline

**(614) 221-5445**

### Teen Crisis

**(614) 294-3300**

## Frequently Called Numbers

### Columbus Police Department (Non-Emergency)

**(614) 645-4545**

### HandsOn Central Ohio (Formerly Firstlink)

**(614) 221-2255 (24-hour)**  
**or Dial 2-1-1**

195 North Grant Avenue • Columbus, OH 43215  
(24-hour comprehensive information with referral to more  
than 800 human service agencies in Franklin County.)

### Franklin County Children Services

**(614) 275-2571**

855 West Mound Street • Columbus, OH 43223  
**(Call the Hotline at (614) 229-7000** to report suspected  
child abuse or neglect, 24 hours / 7 days per week.  
Call (614) 341-6060 for adoption, foster care, volunteer  
and kinship programs.)

### Ohio Department of Job and Family Services

**(614) 462-4000**

(Manage welfare, food stamps, Medicaid program, etc.)

### Franklin County Probate Court

**(614) 462-3894**

373 South High Street, 22nd Floor • Columbus, OH 43215  
(Court administers guardian, estate and trust matters,  
completes adoptions, issues name changes and marriage  
licenses.)

**FAX (614) 462-7591**

### American Electric Power

**(800) 277-2177**

### Columbia Gas

**(800) 344-4077**

### City of Columbus Call Center (Non-Emergency City Services)

**Dial 3-1-1**

# Franklin County Children Services Resource Guide

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## Introduction

The Children Services Communications Division is proud to make available the Franklin County Children Services Resource Guide. This guide serves as only one of many avenues the agency has implemented to demonstrate our commitment to ***protecting children by strengthening families***.

The well-being of our children and the support of their families are the most important measures of a community's quality of life. It is our hope that this Resource Guide serves as a convenient tool for accessing vital information, services, and programs that will help benefit children and families throughout the community.

## About Franklin County Children Services

Children Services is the public agency mandated by federal and state law to protect children and strengthen families. By being in partnership with more than 100 agencies and organizations, and with the help of over 700 employees, 350 foster parents, 200 adoptive families and 500 volunteers and mentors, the agency is committed to making sure that every child has a safe and stable home. Children Services' social workers and support staff work to build stable and supportive living settings for young people, strengthen family life and assist parents in meeting their responsibilities to their children. Franklin County Children Services is making a difference in the lives of children and families in the Central Ohio community.

Each year, Franklin County Children Services helps more than 24,500 children and their families through prevention, protection, placement and permanency programs. The agency protects and cares for children in cooperation with parents whenever possible, by providing services to alleviate the problems that led the family to the attention of Children Services. These services include:

- In-home counseling and community social and mental health services
- Day treatment
- Therapeutic arts
- Emancipation
- Volunteer services
- Placement of children in temporary foster homes
- Other supportive services that enable the parents or caregivers to maintain or resume their role of raising their children

When parents are still unable to care for their children, Children Services petitions the court for permanent custody and places children in adoptive homes.

Franklin County Children Services is governed by an 11-member volunteer board that establishes policy for the agency. The Executive Director is responsible for agency operations. Children Services is regulated by statutory mandates of the state and federal governments and regulations of the Ohio Department of Human Services. The agency is a member of the Child Welfare League of America (CWLA) and is accredited by the Council on Accreditation of Services for Families and Children (COA). Franklin County Children Services is one of only a few public county children services boards in Ohio and the nation to be accredited. This accreditation means that Children Services meets rigorous national standards regarding quality of services and sound management practice.

## Our Mission

Through collaboration with families and their communities, we advocate for the safety, permanency and well-being of each child we serve in a manner that honors family and culture.

## Our Vision

Safety, permanency and well-being for every child

### We Are Child Welfare Professionals

- We constantly pursue excellence
- We recognize the importance of providing effective and timely services
- We value, respect and support each other
- We are proud that we improve the quality of life for families in our community
- We are fiscally responsible
- We aspire to be culturally competent

### We Value Every Child

- We respect the individuality of each child we serve
- We advocate for each child's safety, permanency and well-being
- We honor each child's family and culture

### We Honor Families

- We respect a family's strengths
- We understand families are the experts of their own experience
- We recognize that children are best served within their family and community
- We separate what parents do from who they are

### We Value Partnerships

- Families have the right to be a part of the decision-making team
- Casework is the most important function of the agency team
- Families, communities and government share the responsibility to keep children safe





# Franklin County Children Services Locations and Departments

**24-hour Child Abuse Hotline: (614) 229-7000**

## Locations

### Main Office

855 W. Mound Street • Columbus, Ohio 43223

**(614) 275-2571**

General Office Hours: 8AM-5PM

*(See below for departments.)*

## Departments

### Adoptions

855 W. Mound St.

**(614) 341-6000**

### Client Rights Officer

855 W. Mound St.

**(614) 275-2621**

### Communications

855 W. Mound St.

**(614) 275-2523**

### Emancipation

855 W. Mound St.

**(614) 278-5972**

### Foster Care

855 W. Mound St.

**(614) 275-2757**

### Kinship Care

855 W. Mound St.

**(614) 341-6175**

### Human Resources

855 W. Mound St.

**(614) 351-2000**

### Recruitment of Foster & Adoptive Families

855 W. Mound St.

**(614) 341-6060**

### Recruitment of Volunteers & Mentors

855 W. Mound St.

**(614) 275-2690**

## Regional Offices

### Intake & Investigation

525 E. Mound St.

Columbus, OH 43215

**(614) 229-7000**

### East at 205

205 N. Hamilton Rd.

Columbus, OH 43213

**(614) 575-3500**

### Central

525 E. Mound St.

Columbus, OH 43215

**(614) 421-5500**

### West

1919 Frank Rd.

Columbus, OH 43223

**(614) 278-5800**

# 1: Social Service Agencies

## Broad Street Presbyterian

760 East Broad Street  
Columbus, OH 43205  
(614) 221-6552

## Catholic Social Services

195 East Gay Street  
Columbus, OH 43215  
(614) 221-5891

## Clintonville Community Resource Center

14 West Lakeview Avenue  
Columbus, OH 43202  
(614) 268-3539

## Godman Guild Association

303 East Sixth Avenue  
Columbus, OH 43201  
(614) 294-5476

## Jewish Family Services

1070 College Avenue  
Columbus, OH 43209  
(614) 231-1890

## Lutheran Social Services

750 East Broad Street  
Columbus, OH 43205  
(614) 228-5200

## Family to Family - Franklin County Children Services

Family to Family (F2F) is a family-centered, neighborhood-based approach to serving community families. F2F is about neighbors helping neighbors with support from local agencies. Sponsored by Franklin County Children Services, the agency works in partnership with five community settlement houses providing neighborhood-based services:

### Linden Area

#### St. Stephen's Community House

1500 East 17<sup>th</sup> Avenue  
Columbus, OH 43219  
(614) 294-6347

*Serving Zip Codes: 43201, 43204, 43211  
43219, 43224, 43228*

### South Side

#### Southside Settlement House

310 Innis Avenue  
Columbus, OH 43223  
(614) 444-9868

*Serving Zip Code: 43207*

### Near East Side

#### Central Community House

1150 East Main Street  
Columbus, OH 43205  
(614) 252-3157

*Serving Zip Code: 43205*

### West Side

#### Gladden Community House

183 Hawkes Avenue  
Columbus, OH 43223  
(614) 227-1600

*Serving Zip Codes: 43222, 43223, 43215*

## The Neighborhood House, Inc.

1000 Atcheson Street  
Columbus, OH 43203  
(614) 252-4941

*Serving Zip Codes: 43203, 43206*

# Social Service Agencies *(continued)*

## WIC – The Special Supplemental Nutritional Program for Women, Infants and Children

WIC provides nutritious foods, nutrition education, and referrals to other social services for participants at no charge. WIC serves low-income pregnant, postpartum and breastfeeding women, and infants and children up to age 5.

### Columbus Public Health WIC (Main Office)

240 Parsons Avenue  
Columbus, OH 43215  
(614) 645-7280

### Hilltop WIC

3850 Sullivant Avenue  
Columbus, OH 43228  
(614) 645-3621

### Billie Brown Jones WIC (Neighborhood House)

1060 Mount Vernon Avenue  
Columbus, OH 43203  
(614) 645-3640

### Mt. Carmel Office WIC

793 West State Street  
Columbus, OH 43222  
(614) 645-7236

### East Central WIC

1180 East Main Street, #2  
Columbus, OH 43205  
(614) 645-5553

### Northland WIC

1120 Morse Road  
Columbus, OH 43229  
(614) 645-3072

### Eastland WIC

3933 East Livingston Avenue  
Columbus, OH 43227  
(614) 645-3623

### Riverside Hospital WIC

500 Thomas Lane  
Columbus, OH 43214  
(614) 645-3910

### Franklinton WIC

1220 West Broad Street  
Columbus, OH 43222  
(614) 645-6437

### Southside Health Clinic WIC

240 Parsons Avenue  
Columbus, OH 43207  
(614) 645-3131

### Grant Hospital Outpatient WIC

393 South Grant Avenue  
Columbus, OH 43215  
(614) 645-1545

### St. Stephen's Clinic WIC

1500 East 17th Avenue  
Columbus, OH 43219  
(614) 645-8306



## 2: Ohio Department of Job and Family Services

### General Information

(614) 462-4000

Website: [www.jfs.ohio.gov](http://www.jfs.ohio.gov)

### East Opportunity Center

1055 Mount Vernon Avenue  
Columbus, OH 43203

**(614) 251-6300**

*Serving Zip Codes:*

43068, 43109, 43147, 43203, 43205,  
43209, 43213, 43227

### Northeast Opportunity Center

3443 Agler Road  
Columbus, OH 43219

**(614) 428-6700**

*Serving Zip Codes:*

43003, 43004, 43054, 43219, 43224, 43226,  
43230, 43231, 43236, 43081, 43054

### North Opportunity Center

345 East Fifth Avenue  
Columbus, OH 43201

**(614) 233-2000**

*Serving Zip Codes:*

43002, 43085, 43201, 43202, 43210, 43212,  
43214, 43215, 43220, 43221, 43229, 43234,  
43235, 43240, 43272, 43211, 43086

### South Opportunity Center

3723 South High Street  
Columbus, OH 43207

**(614) 233-2000**

*Serving Zip Codes:*

43110, 43123, 43125, 43137, 43146, 43206,  
43207, 43217, 43232

### West Opportunity Center

314 North Wilson Road  
Columbus, OH 43204

**(614) 308-1200**

*Serving Zip Codes:*

43119, 43216, 43204, 43222, 43223, 43228,  
43065, 43017, 43026, 43016

## 3: Social Security Administration Offices

### Main Location:

(800) 772-1213

TTY: (800) 325-0778

### Downtown

200 North High Street  
2nd Floor, Suite 225  
Columbus, OH 43215  
**(614) 964-1723**

### East

220 South Hamilton Road  
Columbus, OH 43213  
**(614) 592-0733**

### North

1051 Worthington Woods  
Worthington, OH 43085  
**(614) 789-0957**

### West

1060 Georgesville Road  
Columbus, OH 43228  
**(614) 274-9628**

## 4: Hospitals and Community Health Centers

### Central Ohio Area Hospitals

#### **Grant Medical Center**

111 South Grant Street  
Columbus, OH 43215  
**(614) 566-9000**

#### **Doctors Hospital**

5001 West Broad Street  
Columbus, OH 43228  
**(614) 544-1000**

#### **Dublin Methodist Hospital**

7500 Hospital Drive  
Dublin, OH 43016  
**(614) 544-8000**

#### **Mt. Carmel Hospital East**

6001 East Broad Street  
Columbus, OH 43213  
**(614) 234 - 6000**

#### **Mt. Carmel Hospital West**

793 West State Street  
Columbus, OH 43222  
**(614) 234-5000**

#### **Ohio State University Hospital**

##### **Main Campus**

410 West 10<sup>TH</sup> Avenue  
Columbus, OH 43210  
**(614) 293-8000**

#### **Ohio State University Hospital**

##### **East Campus**

1492 East Broad Street  
Columbus, OH 43205  
**(614) 257-3000**

#### **Riverside Methodist Hospital**

3535 Olentangy River Road  
Columbus, OH 43214  
**(614) 566-5000**

#### **St. Ann's Hospital**

500 S. Cleveland Avenue  
Westerville, OH 43081  
**(614) 898-4000**



# Hospitals and Community Health Centers *(continued)*

## Nationwide Children's Hospital

700 Children's Drive  
Columbus, OH 43205

**(614) 722-2000**

[www.nationwidechildrens.org](http://www.nationwidechildrens.org)

## Nationwide Children's Hospital *Close to Home* Centers

*Close to Home* Centers bring a full range of diagnostic and therapeutic services for newborns, children and young adults to the neighborhood. *Close to Home* Center services include: laboratory, radiology, counseling and guidance services, electrocardiogram testing (EKG), nutrition services, occupational/physical therapy, speech and language pathology, and electroencephalogram testing (EEG).

### Dublin\*

5675 Venture Drive  
Dublin, OH 43017

**(614) 355-8400**

### East Central

899 East Broad Street  
Columbus, OH 43205

#### Behavioral Health and Counseling

**(614) 355-8080**

**(614) 355-8030 (fax)**

#### Teen Clinic

**(614) 722-2450**

**(614) 355-8610 (fax)**

### East Columbus\*

6435 East Broad Street  
Columbus, OH 43213

**(614) 355-8100**

**(614) 355-8110 (fax)**

### Gahanna<sup>+</sup>

338 Granville Street  
Gahanna, OH 43230

**(614) 475-7090**

**(614) 475-5208 (fax)**

### Hilliard

3995 Brown Park Drive  
Hilliard, OH 43026

**(614) 355-8200**

**(614) 355-8210 (fax)**

### Westerville\*

433 North Cleveland Avenue  
Westerville, OH 43082

**(614) 355-8300**

**+ This location only offers behavioral health and counseling services.**

**\* This location offers urgent care.**

During afternoon, evening and weekend hours, these centers offer treatment for illnesses and injuries that need immediate attention, but do not need to be handled by a hospital emergency department.

Nationwide Children's Hospital *Close to Home* Centers with urgent care services treat children from birth to age 18.

# Hospitals and Community Health Centers *(continued)*

## Primary Care Centers

### **Downtown Primary Care Center Nationwide Children's Hospital**

Outpatient Care Building, 3rd Floor  
555 South 18th Street  
Columbus, OH 43205  
**(614) 722-5750**

### **Eastland Primary Care Center**

4434 Crossroads Center  
Columbus, OH 43232  
**(614) 355-9600**

### **Hilltop Primary Care Center**

2857 West Broad Street  
Columbus, OH 43204  
**(614) 355-9900**

### **Linden Primary Care Center**

COTA Building  
1390 Cleveland Avenue, 2nd Floor  
Columbus, OH 43211  
**(614) 355-9300**

### **Near East Primary Care Center**

1125 East Main Street  
Columbus, OH 43205  
**(614) 355-9200**

### **Northland Primary Care Center**

4560 Morse Centre Road  
Columbus, OH 43229  
**(614) 355-9400**

### **Olentangy Primary Care Center**

1275 Olentangy River Road  
Columbus, OH 43212  
**(614) 355-9500**

### **South High Primary Care Center**

1392 South High Street  
Columbus, OH 43207  
**(614) 355-9000**

### **Westside Primary Care Center**

441 Industrial Mile Road  
Columbus, OH 43228  
**(614) 355-9700**

### **Whitehall Primary Care Center**

561 South Yearling Road  
Whitehall, OH 43213  
**(614) 355-9800**



# Hospitals and Community Health Centers (continued)

## Community Health Centers

### Columbus Health Department

240 South Parsons Avenue

Columbus, OH 43205

**(614) 645-7417**

**Website:** [www.publichealth.columbus.gov](http://www.publichealth.columbus.gov)

### Franklinton Health Center\*

199 South Central Avenue

Columbus, OH 43223

**(614) 645-1375**

### Gateway Medical Center

112 Jefferson Avenue

Columbus, OH 43215

**(614) 754-6555**

### Hilltop Community Health Center\*

2500 Sullivant Avenue

Columbus, OH 43204

**(614) 645-2300**

### John R. Maloney Southside Family Health Center\*

3781 South High Street

Columbus, OH 43207

**(614) 645-3163**

### St. Mark's Community Health Center\*

1260 North High Street

Columbus, OH 43201

**(614) 645-8000**

### St. Stephen's Health Center\*

1500 East 17th Avenue

Columbus, OH 43219

**(614) 645-2700**

*\*Denotes a Free Clinic is available.*

## Planned Parenthood

### Planned Parenthood of Central Ohio Inc.

3225 East Main Street

Columbus, OH 43213

**(614) 262-5094**

**Website:** [www.plannedparenthood.org](http://www.plannedparenthood.org)

### Planned Parenthood of Central Ohio Franklinton West

1511 West Broad Street

Columbus, OH 43222

**(614) 222-3525**

### Planned Parenthood of Central Ohio North Campus

18 East 17th Avenue

Columbus, OH 43201

**(614) 222-3604**

### Pregnancy Decision Health Centers

**Website:** [www.pdhc.org](http://www.pdhc.org)

#### Campus Office

6 East 17th Avenue

Columbus, OH 43201

**(614) 444-4411**

#### North Office

5900 Cleveland Avenue

Columbus, OH 43231

**(614) 444-4411**

#### West Office

4111 West Broad Street

Columbus, OH 43228

**(614) 444-4411**



# Hospitals and Community Health Centers *(continued)*

## Free Clinics

### Asian Health Initiative / AACS

2231 North High Street  
Columbus, OH 43214  
(614) 220-4023

### The Breathing Association Lung Health Clinic

1520 Old Henderson Road  
Columbus, OH 43220  
(614) 437-1520  
Website: [www.breathingassociation.org](http://www.breathingassociation.org)

### Clinic at Faith Mission

315 East Long Street  
Columbus, OH 43215  
(614) 224-6617

### Columbus Free Clinic

2231 North High Street  
Columbus, OH 43212  
(614) 404-8417  
Website: [www.columbusfreeclinic.com](http://www.columbusfreeclinic.com)

### Helping Hands Health & Wellness Center

1421 Morse Road  
Columbus, OH 43229  
(614) 262-5094

### Columbus Medical Association Physicians Free Clinic/Voluntary Care Network

240 Parsons Avenue  
Columbus, OH 43215  
(614) 240-7430

### Vineyard Free Health Clinics

6000 Cooper Road  
Westerville, OH 43081  
(614) 259-5428  
or  
171 East Fifth Avenue (Wednesday)  
Columbus, OH 43201  
(614) 259-5428

### Xenos Free Clinic

40 North Chicago Avenue (Tuesday)  
Columbus, OH 43222  
or  
1934 North Fourth Street (Monday)  
Columbus, OH 43201  
(614) 823-6510





## 5: Mental Health Counseling Centers

### **Columbus Area Community Mental Health Center**

**Eastside Center of Columbus Area**  
899 E. Broad Street  
Columbus, OH 43205  
**(614) 251-7835**

### **Northwest Counseling Services**

1560 Fishinger Road  
Columbus, OH 43221  
**(614) 457-7876**

### **Southeast Mental Health**

16 W. Long Street  
Columbus, OH 43215  
**(614) 225-0990**

### **North Central Mental Health Offices**

**Website: [www.ncmhs.org](http://www.ncmhs.org)**

1301 North High Street  
Columbus, OH 43201  
**(614) 299-6600**

335 Granville Street  
Columbus, OH 43230  
**(614) 475-7090**

35 West 4th Avenue  
Columbus, OH 43201  
**(614) 421-3183**

## **Mental Health Services for Youth and Families**

### **Abraxis**

899 East Broad Street  
Columbus, OH 43205  
**(614) 220-8655**

### **Amethyst (Women Only)**

445 East Mound Street  
Columbus, OH 43215  
**(614) 242-1284**

### **Berea**

513 East Rich Street, #100  
Columbus, OH 43215  
**(614) 573-8690**

### **Buckeye Ranch Locations**

**Website: [www.buckeyeranch.org](http://www.buckeyeranch.org)**

697 East Broad Street  
Columbus, OH 43215  
**(614) 384-7700**

2865 West Broad Street  
Columbus, OH 43204  
**(614) 384-8000**

5665 Hoover Road  
Grove City, OH 43213  
**(614) 875-2371**

### **Directions for Youth and Families**

1414 East Broad Street  
Columbus, OH 43205  
**(614) 294-2661**

### **Maryhaven**

1791 Alum Creek Drive  
Columbus, OH 43207  
**(614) 445-8131**

### **NYAP**

1445 Summit Street  
Columbus, OH 43201  
**(614) 583-1002 X108**

### **Rosemont**

2440 Dawnlight  
Columbus, OH 43211  
**(614) 471-2626**

### **St. Vincent Family Center**

1490 East Main Street  
Columbus, OH 43205  
**(614) 225-0731 X1147**

### **Talbot (OSU East)**

1492 East Broad Street  
Columbus, OH 43205  
**(614) 257-3760**

## 6: Substance Abuse Counseling Centers

### **Maryhaven**

1791 Alum Creek Drive  
Columbus, OH 43207  
(614) 445-8131  
Website: [www.maryhaven.com](http://www.maryhaven.com)

### **Nationwide Children's Hospital**

899 E. Broad Street  
Columbus, OH 43205  
(614) 355-8000

### **Netcare Access**

199 S. Central Avenue  
Columbus, OH 43223  
(614) 274-9500

### **Netcare Access – Emergency**

741 E. Broad Street  
Columbus, OH 43205  
(614) 276-2273

### **North Community Counseling Center**

3025 W. Broad Street  
Columbus, OH 43204  
(614) 279-7690

### **Talbot (OSU East)**

1492 East Broad Street  
Columbus, OH 43205  
(614) 257-3760



## 7: Educational Resources

### **Columbus City Schools**

270 East State Street  
Columbus, OH 43215  
(614) 365-5000  
Website: [www.columbus.k12.oh.us](http://www.columbus.k12.oh.us)

### **After-School Programs**

#### **Africentric Personal Development Center**

1409 East Livingston Avenue  
Columbus OH 43205  
(614) 253-4448

#### **Westside Boys and Girls Club**

115 South Gift Street  
Columbus, OH 43215  
(614) 221-8830

#### **Gladden Community House**

183 Hawkes Avenue  
Columbus, OH 43223  
(614) 227-1600

#### **The Neighborhood House**

1000 Atcheson Street  
Columbus, OH 43203  
(614) 252-4941

#### **Southside Settlement House**

310 East Innis Avenue  
Columbus, OH 43207  
(614) 444-9868

#### **St. Stephen's Community House**

1500 East 17th Avenue  
Columbus, OH 43219  
(614) 294-6347

#### **Vineyard Community Center The Zone**

6000 Cooper Road  
Westerville, OH 43081  
(614) 890-0000



# Educational Resources *(continued)*

## Columbus Metropolitan Library

Website: [www.columbuslibrary.org](http://www.columbuslibrary.org)

### Main Library

96 S. Grant Ave.  
Columbus, OH 43215  
**614-645-2ask (2275)**

### Driving Park

1566 E. Livingston Avenue  
Columbus, OH 43205  
**614-645-2ask (2275)**

### Dublin

75 N. High Street  
Dublin, OH 43017  
**614-645-2ask (2275)**

### Franklinton

1061 W. Town Street  
Columbus, OH 43222  
**614-645-2ask (2275)**

### Gahanna

310 Granville Street  
Gahanna, OH 43230  
**614-645-2ask (2275)**

### Hilliard

4772 Cemetery Rd.  
Hilliard, OH 43026  
**614-645-2ask (2275)**

### Hilltop

511 S. Hague Ave.  
Columbus, OH 43204  
**614-645-2ask (2275)**

### Karl Road

5590 Karl Rd.  
Columbus, OH 43229  
**614-645-2ask (2275)**

### Linden

2223 Cleveland Ave.  
Columbus, OH 43211  
**614-645-2ask (2275)**

### Livingston

3434 Livingston Avenue  
Columbus, OH 43227  
**614-645-2ask (2275)**

### Martin Luther King

1600 E. Long St.  
Columbus, OH 43203  
**614-645-2ask (2275)**

### New Albany

200 Market St.  
New Albany, OH 43054  
**614-645-2ask (2275)**

### Northern Lights

4093 Cleveland Ave.  
Columbus, OH 43224  
**614-645-2ask (2275)**

### Northside

1423 N. High St.  
Columbus, OH 43201  
**614-645-2ask (2275)**

### Northwest Library

2280 Hard Road  
Columbus, OH 43235  
**614-645-2ask (2275)**

### Parsons

845 Parsons Ave.  
Columbus, OH 43206  
**614-645-2ask (2275)**

### Reynoldsburg

1402 Brice Rd.  
Reynoldsburg, OH 43068  
**614-645-2ask (2275)**

### Shepard

790 N. Nelson Rd.  
Columbus, OH 43219  
**614-645-2ask (2275)**

### South High

3540 S. High St.  
Columbus, OH 43207  
**614-645-2ask (2275)**

### Southeast

3980 S. Hamilton Rd.  
Groveport, OH 43125  
**614-645-2ask (2275)**

### Whetstone

3909 N. High St.  
Columbus, OH 43214  
**614-645-2ask (2275)**

### Whitehall

4371 E. Broad St.  
Whitehall, OH 43213  
**614-645-2ask (2275)**

## Southwest Public Library

3359 Park St.  
Grove City, OH 43123  
**614-875-6176**

## Westerville Public Library

126 S. State St.  
Westerville, OH 43081  
**614-882-7277**

# Educational Resources *(continued)*

## Head Start Programs

### Head Start Learning Center

300 East Spring Street  
Columbus, OH 43215  
(614) 221-1709

### Avalon Center

5220 Avalon Avenue  
Columbus, OH 43229  
(614) 882-1790

### Columbus Development Council of Franklin County Head Start Programs

#### Barnett Center

1184 Barnett Road  
Columbus, OH 43227  
(614) 237-1595

#### Shady Lane Center

1400 Shady Lane Road  
Columbus, OH 43227  
(614) 863-4678

#### Lindbergh Elementary School

2541 Lindbergh Drive  
Columbus, OH 43223  
(614) 351-9454

#### Fairwood Elementary School KAE Center

4738 Kae Avenue  
Columbus, OH 43213  
(614) 866-7133

#### Linden Lutheran Church

1230 Oakland Park Avenue  
Columbus, OH 43224  
(614) 262-9745

#### Holy Name Head Start Center

143 East Patterson Avenue  
Columbus, OH 43202  
(614) 784-9688

### Columbus Urban League Head Start

#### Livingston Head Start Center

1787 East Livingston Avenue  
Columbus, OH 43205  
(614) 252-1330

### South-Western City School District Head Start Locations

#### Stiles Family Center Head Start

4704 Stiles Avenue  
Columbus, OH 43228  
(614) 801-8394

#### Southside Head Start Center

475 Elwood Avenue  
Columbus, OH 43207

#### Bostic Center

2975 Kingston Avenue  
Grove City, OH 43213  
(614) 801-8520

#### St. Agnes Head Start Center

2350 West Mound Street  
Columbus, OH 43204  
(614) 274-8822

#### Norton Road Center

60 Norton Road  
Columbus, OH 43228  
(614) 801-6290

#### Southwest Community Center

3500 First Avenue  
Grove City, OH 43123  
(614) 539-1770



## 8: Food Pantries

### Broad Street Presbyterian Church

760 East Broad Street  
Columbus, OH 43205  
(614) 221-6552

### Community Resource Center — Clintonville

14 West Lakeview Avenue  
Columbus, OH 43202  
(614) 268-3539  
*(Offers food bank, clothing and services for seniors and low-income families)*

### HandsOn Central Ohio (Formerly FirstLink)

Simply dial 2-1-1 or (614) 221-6766.  
Information and referrals to more than 4,500 programs and services offering everything from food, housing and clothing to mental health and educational services.  
Available 24-hours and is free of charge.

### Gladden Community House

183 Hawkes Avenue  
Columbus, OH 43223  
(614) 227-1600

### Glory Evangelist Ministries

269 N. Gould Road  
Columbus, OH 43207  
(614) 237-8815  
*(Open every third and fourth Saturday of each month)*

### Mt. Olivet Baptist Church

428 East Main Street  
Columbus, OH 43215  
(614) 221-3446

### Neighborhood House, Inc.

1000 Atcheson Street  
Columbus, OH 43203  
(614) 252-4941

### St. Stephen's Community House

1500 East 17th Avenue  
Columbus, OH 43219  
(614) 294-6347

### Victory Ministries, Inc.

2955 Switzer Avenue  
Columbus, OH 43236  
(614) 252-2500  
*(Closed the first working week of each month)*





## 9: Utility Assistance Programs and Payment Centers

### Payment Assistance Programs

#### **IMPACT Community Action**

700 Bryden Road  
Columbus, OH 43215  
**(614) 252-2799**  
Website: [www.impactca.org](http://www.impactca.org)

#### **Salvation Army Central Services**

340 E. Fulton Street  
Columbus, OH 43215  
**(614) 221-6561**

#### **Joint Organization for Inner City Needs (JOIN)**

578 E. Main Street  
Columbus, OH 43215  
**(614) 241-2530**  
*(Limited funds for water, gas, electricity and fuel oil)*

### Utility Payment Centers

#### **B&B Mini Market**

4669 Morse Road  
Columbus, OH 43230  
**(614) 880-1214**

#### **Columbus Check Cashers**

1019 W. Broad Street  
Columbus, OH 43222  
**(614) 221-1863**

#### **Buckeye Super Market**

3939 Cleveland Avenue  
Columbus, OH 43224  
**(614) 471-5252**

#### **Edwards Drug Store**

1083 Mount Vernon Avenue  
Columbus, OH 43203  
**(614) 258-9527**

#### **Columbus Check Cashers**

4399 E. Livingston Avenue  
Columbus, OH 43232  
**(614) 235-0840**

#### **Los Compadros Market**

4501 Sullivant Avenue  
Columbus, OH 43223  
**(614) 279-5584**

#### **Columbus Check Cashers**

1924 Parsons Avenue  
Columbus, OH 43207  
**(614) 444-8355**

#### **Ohio State Pawn Shop**

887 S. Hamilton Road  
Columbus, OH 43213  
**(614) 237-6655**

## 10: Housing and Furniture Assistance

### Housing Assistance

#### City of Columbus Department of Development

50 W. Gay Street, 3rd Floor  
Columbus, OH 43215  
**(614) 645-7795**

*(Assists displaced individuals and families due to code vacate orders)*

#### Columbus Metropolitan Housing Authority

880 East 11th Avenue  
Columbus, OH 43201  
**(614) 421-6000**  
Website: [www.cmhanet.com](http://www.cmhanet.com)

#### The Columbus Urban League

788 Mount Vernon Avenue  
Columbus, OH 43203  
**(614) 257-6300**

#### Housing and Urban Development (HUD)

200 N. High Street  
Columbus, OH 43215  
**(614) 469-5737**

#### Kinship Assistance Program — Franklin County Children Services

855 Mound Street  
Columbus, OH 43215  
**(614) 341-6175**  
*(One-time only emergency assistance with mortgage/rent/deposit up to \$300. Family must meet federal poverty guidelines. Franklin County Children Services cases only – open or closed.)*

#### Lutheran Social Services

Lutheran Social Services  
750 East Broad Street  
Columbus, OH 43205  
**(614) 228-5200**

#### The Neighborhood House

1000 Atcheson Street  
Columbus, OH 43203  
**(614) 252-4941**

### Furniture Assistance

#### Furniture Bank of Central Ohio

118 South Yale Avenue  
Columbus, OH 43222  
**(614) 272-9544**  
Website: [www.furniturebankcoh.org](http://www.furniturebankcoh.org)  
*(Need referral and letter from social service agency. Worker must accompany family. Must provide truck to move furniture and other items.)*

### Renting

#### Homeport by Columbus Housing Partnership

562 East Main Street  
Columbus, OH 43215  
**(614) 221-8889**

#### YMCA of Central Ohio

##### Low-Income Housing (Men)

40 West Long Street  
Columbus, OH 43215  
**(614) 573-3616**

##### Sunshine Terrace (Men and Women)

272 South Gift Street  
Columbus, OH 43215  
**(614) 421-6130**

#### YWCA of Central Ohio

##### Low-Income Housing (Women)

65 South Fourth Street  
Columbus, OH 43215  
**(614) 224-9121**

# 11: Clothing Assistance

## Clintonville Community Resource Center

14 W. Lakeview Avenue  
Columbus, OH 43202  
(614) 268-3539

## Kinship Assistance Program — Franklin County Children Services

855 West Mound Street  
Columbus, OH 43215  
(614) 341-6175

*(Family must meet federal poverty guidelines, FCCS case only — open or closed)  
(Relative placements only — not biological)*

## Mt. Olivet Baptist Church

428 East Main Street  
Columbus, OH 43215  
(614) 221-3446

## Charity Newsies

4300 Indianola Avenue  
Columbus, OH 43214  
(614) 263-4300

*(Applications accepted from mid-September to mid-January)*

## Salvation Army Central Services

340 East Fulton Street  
Columbus, OH 43215  
(614) 221-6561

## The Shepherd's Place

1729 Brice Road  
Reynoldsburg, OH 43068  
(614) 866-1680

## United Methodist Free Store

946 Parsons Avenue  
Columbus, OH 43206  
(614) 443-1713  
*(Closed Mondays)*

## Westside Free Store

61 South Powell Avenue  
Columbus, OH 43204  
(614) 351-5480



# Clothing Assistance *(continued)*

## Volunteers of America Thrift Stores

1776 S. High Street  
Columbus, OH 43207  
**(614) 443-6003**

3620 Indianola Avenue  
Columbus, OH 43214  
**(614) 263-9134**

5640 W. Broad Street  
Columbus, OH 43232  
**(614) 870-8444**

4280 Macsway Avenue  
Columbus, OH 43232  
**(614) 861-8511**

4026 McDowell Road  
Grove City, OH 43123  
**(614) 801-1625**





## 12: Child Care Resources

### Columbus Early Learning Centers *(Title XX accepted)*

#### East

162 North Ohio Avenue  
Columbus, OH 43203  
(614) 253-5525

#### BIT-C

760 East Broad Street  
Columbus, OH 43205  
(614) 221-6102

#### Westside

40 North Grubb Street  
Columbus, OH 43215  
(614) 224-9284

#### North

94 East 3<sup>rd</sup> Avenue  
Columbus, OH 43201  
(614) 299-1131

### Action for Children

78 Jefferson Avenue  
Columbus, OH 43215  
(614) 224-0222

### Child Development Council of Head Start

300 East Spring Street  
Columbus, OH 43215  
(614) 221-1709

### The Columbus Urban League

788 Mt. Vernon Avenue  
Columbus, OH 43203  
(614) 257-6300

### Champion of Children

979 South James Road  
Columbus, OH 43227  
(614) 231-3790

*(Child care subsidy for eligible families who cannot afford child care and are not eligible for Title XX assistance)*

### Ohio Department of Job & Family Services

Title XX – Day Care Registration

General Information: (614) 462-4000



## 13: Community Action and Service Groups

### American Association of Retired Persons (AARP)

#### Ohio Office

17 South High Street, Suite 800  
Columbus, OH 43215  
(866) 389-5653 (toll free)  
Website: [www.aarp.org](http://www.aarp.org)

### The Breathing Association

1520 Old Henderson Road  
Columbus, OH 43220  
(614) 457-4570

### Central Ohio Area Agency on Aging

174 East Long Street  
Columbus, OH 43215  
(614) 645-7250  
[www.coaaa.org](http://www.coaaa.org)

*(Plans, funds, and coordinates long-term care service programs, senior services and opportunities for older adults. Offers education and community programs on health-related topics. Publishes Older Adult Resource Guide.)*

### The Ohio Benefit Bank

51 N. High Street, Suite 150  
Columbus, OH 43215  
(800) 648-1176

*(Assist in accessing programs needed to be healthy and secure)*

- Children's health care insurance
- Home energy assistance
- Child care subsidies
- food stamps
- Free tax assistance including the earned income tax credit

### Senior Citizen Employment Agencies

#### Mature Services

#### Senior Employment Center

3400 N. High St., Suite 401  
Columbus, OH 43202  
614-586-1975

(866) 487-1687 (toll free)

*(Serving Clark, Fairfield, Franklin, Hocking, Perry and Pickaway counties)*





## Community Action and Service Groups *(continued)*

### Choices — Eliminating Domestic Violence

P.O. Box 06157

Columbus, OH 43206

**Information and Crisis:** (614) 224-4663

**Business:** (614) 224-7200

**Website:** [www.choicescolumbus.org](http://www.choicescolumbus.org)

### The Columbus Urban League

788 Mount Vernon Avenue

Columbus, OH 43203

**(614) 257-6300**

### Rahab's Hideaway — Safe haven for a way out of human trafficking

118 Graceland Boulevard

Columbus, OH 43214

**(614) 593-5033**

### Angel Food Ministry Locations

*(Provides low cost boxes of food. Food stamps accepted.)*

**Order On-Line at:** [www.angelfoodministries.com](http://www.angelfoodministries.com)

**or call:** (877)366-3646



# Community Action and Service Groups *(continued)*

## Kinship Support Programs

Kinship care is when a relative or non-relative has taken over the full-time care, nurturing and protection of a child. It should be noted that the definition for kinship caregivers goes beyond the scope of blood relatives, but many include an adult who has a familiar relationship/bond with the child and/or family.

Kinship care represents the most desired out-of-home placement option for children who cannot live with their parents on a temporary basis or permanently. Children placed with their relatives are better able to maintain their sense of belonging and identity with their family's culture, history and traditions.

Kinship care includes those relationships established through an informal arrangement, a legal custody or guardianship order, a relative foster care placement, or a kinship adoption.

### Kinship Support Group – Franklin County Children Services

855 West Mound Street  
Columbus, OH 43223  
**(614) 341-6175**

## Substance and Alcohol Abuse Support Groups

### Alcoholics Anonymous (AA) Central Ohio Fellowship Intergroup

100 West 3rd Avenue, Suite B  
Columbus, OH 43219  
**(614) 253-8501**

### Al-Anon/AlaTeen

1415 East Dublin-Granville Road, Suite 107  
Columbus, OH 43229  
**(614) 547-1550**

### Celebrate Recovery

**The Vineyard Community Center**  
6000 Cooper Road  
Westerville, OH 43061  
**(614) 259-5289**

### CompDrug

547 E. 11TH Avenue  
Columbus, OH 43211  
**(614) 224-4506**

### Cocaine Anonymous (CA)

1561 Old Leonard Avenue  
Columbus, OH 43219  
**(614) 251-1122**

### The Fix/Joshua House

*(Substance abuse in young adults)*  
**The Vineyard Community Center**  
6000 Cooper Road  
Westerville, OH 43081  
**(614) 313-1090**

### Narcotics Anonymous (NA)

1313 East Broad Street, Suite 204  
Columbus, OH 43205  
**(614) 252-1700**  
**Help Line: (800) 587-4232**

## Community Action and Service Groups *(continued)*

### Parenting Groups

#### **Catholic Social Services**

197 E. Gay Street  
Columbus, OH 43215  
**(614) 221-5891**

#### **Directions for Youth**

1515 Indianola Avenue  
Columbus, OH 43201  
**(614) 294-2661**

#### **Parents Without Partners**

**Info Line: (800) 637-7974**  
**Reynoldsburg: (614) 470-1334**  
**Worthington: (614) 675-1227**

#### **St. Vincent Family Center**

*(Classes offered in Spanish)*  
1490 East Main Street  
Columbus, OH 43205  
**(614) 252-0731**

### Survivor Groups

#### **Compassionate Friends**

*(For those mourning the death of a child)*

#### **Ascension Lutheran Church**

1479 Morse Road  
Columbus, OH 43229  
**(614) 882-8986**

#### **Concord, Inc.**

*(Survivors of suicide victims)*

774 Park Meadows Road  
Westerville, OH 43081  
**(614) 882-9338**

### Grief Counseling and Support Groups

#### **Netcare**

199 South Central Avenue  
Columbus, OH 43223  
**(614) 276-2773**

#### **Southeast, Inc.**

16 W. Long Street  
Columbus, OH 43215  
**(614) 225-0990**

#### **St. Vincent Family Center**

1490 E. Main Street  
Columbus, OH 43205  
**(614) 252-0731**

#### **The Vineyard Community Center**

6000 Cooper Road  
Westerville, OH 43081

**(614) 890-0000**

**Website: [www.vineyardcolumbus.org](http://www.vineyardcolumbus.org)**

- **Abortion Trauma Group**
- **Divorce Care**
- **Warriors Against Cancer**
- **Hurts, Habits and Hang-Ups**

## 14: Additional Community Resources

### City of Columbus Recreation Centers

#### Recreation and Parks

1111 East Broad Street  
Columbus, OH 43205  
(614) 645-3300  
Website: [parks.columbus.gov](http://parks.columbus.gov)

**Office Hours:**  
Monday through Friday  
8:00 AM to 5:00 PM

### Neighborhood Centers

**Barack**  
(614) 645-3610

**Barnett**  
(614) 645-3065

**Beatty**  
(614) 645-3218

**Blackburn**  
(614) 645-7670

**Brentnell**  
(614) 645-7640

**Carriage Place**  
(614) 645-3715

**Dodge**  
(614) 645-8151

**Douglas**  
(614) 645-7407

**Driving Park**  
(614) 645-3228

**Far East**  
(614) 645-3159

**Gillie (50+)**  
(614) 645-3106

**Howard**  
(614) 645-3713

**Lazelle Woods**  
(614) 645-5330

**Linden**  
(614) 645-3067

**Marion Franklin**  
(614) 645-3160

**Schiller**  
(614) 645-3156

**Thompson**  
(614) 645-3082

**Westgate**  
(614) 645-3264

**Whetstone**  
(614) 645-3217

**Woodward**  
(614) 645-3158



# 15: Legal Services

## Legal Services

### The Legal Aid Society of Columbus

1108 City Park Avenue  
Columbus, OH 43206  
(614) 241-2001

Website: [www.columbuslegalaids.org](http://www.columbuslegalaids.org)

### Capital University Legal Clinic

303 E. Broad Street  
Columbus, OH 43215  
(614) 236-6245

## Glossary of Legal Terms

**Abandoned Child** – A child is presumed abandoned when the child's parents have failed to visit or maintain contact with the child for more than 90 days, regardless of whether they have resumed contact after the 90-day period.

**Abuse** – Legal determination that the child has been a victim of conduct by another that the court determines to be physical/sexual/emotional abuse, and that the circumstances warrant court intervention.

**Adjudication** – A fact determining decision made by the court. The court finds that the alleged facts stated in a complaint are valid and support a determination that the child is abused, neglected, dependent or delinquent.

**Clerk's Office of Juvenile Division** – Prepares complaints and motions for the general public if there is no FCCS involvement. Processes grandparent affidavit and custody affidavit.

**Court Ordered Protective Supervision (COPS)** – A disposition in which the agency is ordered by the court to supervise family compliance with case plan and safety of child(ren).

**Delinquent** – A legal status of a child who is determined by the court to be in violation of criminal laws or juvenile status laws (i.e., school truancy, curfew, unruly, etc.).

**Dependency** – A legal determination that a child's circumstances warrant court intervention, not necessarily due to caregiver's action or inaction.

**Dispositional Hearing** – A final court hearing on a complaint or motion in which the court makes a final decision on whether to issue orders for custody or supervision.

**Emergency Custody Order (ECO)** – An emergency order issued by the court on the basis of a complaint that alleges facts that demonstrate a child to be at imminent risk of harm.

**Family Assessment/Intake** – A division of Juvenile Court that handles investigations for the court, and prepares motions for the general public involved with FCCS.

**Guardian Ad Litem (GAL)** – Court appointed legal advocate representing the best interest of the child.



## Glossary of Legal Terms *(continued)*

**Interim Review** – A hearing held by the court to assess case plan progress and legal status of temporary orders as scheduled/requested by the court.

**Legal Father** – A man is legally presumed to be the father if he is married to the mother at the time of the child's birth, or named as father on the child's birth certificate. If not, a man can be declared the legal father through the process of establishing paternity through Child Support Enforcement Agency administrative procedures or genetic testing.

**Neglect** – A legal determination that, as a result of parent/caregiver action or inaction, the child's needs are not met and warrant court intervention.

**Permanent Court Commitment (PCC) (aka Permanent Custody - PC) (aka Termination of Parental Right - TPR)** – A final disposition by the court in finding that parental rights should be terminated and the child should be permanently under FCCS custody for the purpose of adoption.

**Permanent Planned Living Arrangement (PPLA)** – (Formerly known as long-term foster care) Permanent legal status, upon agency request, where a child is placed under agency custody for the purpose of permanent placement in foster care.

**Protective Services** – A division of Juvenile Court that handles investigations for the court, prepares complaints and motions for the general public, and service on all initial complaints.

**Putative Father** – A man that is identified as being a possible father of a child, but has not been determined to be the “legal father.”

**Temporary Court Commitment (TCC)** – Dispositional custody alternative in which the court orders a child to be placed in temporary custody of the agency, or an individual, for a limited period of time.

**Temporary Order of Custody (TOC)** – A pre-dispositional custody order made by the court that places a child in the agency custody, or an individual's custody, pending outcome of the complaint. Not to exceed 90 days.

**Temporary Order of Protective Supervision (TOPS)** – A pre-dispositional order made by the court in which a child remains in parental custody while the agency is ordered to supervise the family situation.

**Unruly** – A delinquent status of a child who is determined by the court to be non-compliant with the rules of home, school or community.

**Voluntary Agreement for Custody (VAC) – (aka 30-Day Agreement)** – A voluntary agreement between the parent and FCCS for custody and placement for the protection of the child without the involvement of court orders.



Notes

Notes

# by Protecting **Children** Strengthening **Families**

The Franklin County Children Services Resource Guide is provided courtesy of the Communications Division.

**General Information:**

**(614) 275-2571**

**Communications:**

**(614) 275-2523**

**24-Hour Child Abuse Hotline:**

**(614) 229-7000**

**Adoption & Foster Care:**

**(614) 341-6060**

**Volunteers and Mentors:**

**(614) 275-2690**

**Speakers Bureau or Literature Requests:**

**(614) 341-6017**



Protecting Children by Strengthening Families



# Our Mission

Through collaboration with families and their communities, we advocate for the safety, permanency and well-being of each child we serve in a manner that honors family and culture.



Protecting Children by Strengthening Families

## Main Office:

855 W. Mound St.  
Columbus, OH 43223  
(614) 275-2571

[www.franklincountyohio.gov/children\\_services](http://www.franklincountyohio.gov/children_services)

## General Office Hours:

8am-5pm

